

CURRICULM VITAE

Name:
Address:
Email:
Telephone:

Personal Profile

I am an HR professional (MCIPD) with 5 years generalist experience within a fast-changing business environment. I have excellent interpersonal skills combined with the confidence and ability to build credible relationships with all levels of management and staff. I thrive on managing high workloads, balancing conflicting priorities and dealing with demanding customers.

EMPLOYMENT HISTORY:

A COMPANY

HR Manager (Generalist Role)

August 2005 to July 2005 (Fixed Term Contract)

- Ensuring the business has in place the most effective organisation to deliver the business strategy by:
developing organisation and individual capability through effective change plans
refining organisation structures if necessary and ensuring appropriate transition plans are in place
- Implementing the FT HR processes, policies and standards in a way that fits the local legislative and cultural environment
- Ensuring the business can attract, motivate, develop and retain great talent, through effective resourcing, training & development, performance management and reward strategies.
- Ensuring the individual and collective relationships between the business and its people are healthy, open and collaborative through appropriate communication and management behaviour.
- Championing FT values and culture, and utilising these to build a positive local/global business culture.
- Acting as a coach and source of advice on performance and development issues – intervening where necessary to improve management and team effectiveness
- Implementing group wide initiatives in the areas such as organisation development, reward, and talent management to support all of the above

A COMPANY

HR Advisor (Generalist Role)

June 2000 to July 2004

- Advisor for management and staff on HR matters and policies. Providing guidance on issues such as disciplinary/poor performance, application of policies, coaching/motivating and developing staff whilst displaying and encouraging a culture of best practice.
- Managing employee relation's issues, within the Shell International policies, by providing advice & support to line management. Experienced in disciplinary, poor performance and grievance procedures.
- Managed 2 HR staff (Until Oct 03) to ensure administration activities were carried out in an efficient & timely manner.
- Working with managers to co-ordinate recruitment activities via Open Resourcing and external sources ensuring targets remain within budget/business plan constraints. Responsibility for interview and selection processes, making offers and providing feedback to candidates.
- Responsible for the annual training plan (budget £150,000) including analysis, sourcing training providers & evaluation
- Working with the HR Manager on the implementation of annual and adhoc HR processes e.g. appraisals, remuneration reviews, merit & bonus, stock options.



- Held key role in supporting future business development with the implementation of a Global HR system & change projects including downsizing project of 30% of staff and a restructuring exercise.
- Deputise for the HR Manager in her absence.

Team Manager, Customer Services

June 1998 – May 2000

- Managed a team of 3 Account Analyst's and a Portfolio Analyst.
- Regularly monitored the team's performance to ensure that specific targets and standards of service are met.
- Provided coaching, motivation and support to my team to ensuring the team is fully trained and developed to their full potential.

A COMPANY

Secretary/Administrator

January 1998 - May 1998

- Temporary work with a variety blue chip companies.

A COMPANY

Overseas Representative – Madeira

May 1997 - January 1998

- Purpose of role was to provide first class customer care; ensuring guests had a safe and enjoyable holiday.
- Responsible for an average of three hundred guests at any one time.
- Presented 'Welcome Get Togethers' for five hundred people weekly.
- Liaised with hotel managers and suppliers to ensure that a high standard of service was maintained & that HSE Legislation were adhered too.
- Reached targets by maximising sales of excursions at every opportunity.
- Dealing & resolving any queries or problems the guests may have encountered quickly and efficiently.

A COMPANY

Customer Liaison Administrator/ Sales Administrator

October 1995 - May 1997

- Sales Assistant to the senior Sales Manager. Pro-actively sought after sales by building rapport with clients, quoting rates on advertising space.
- Responsible for the overall smooth running of sales support.
- Controlling the day-to-day flow of orders, the input of all documentation, before and after sales advice.
- Dealing directly with local advertisers nationwide, answering queries or solving any problems, which may have occurred during their advertising campaign.
- Frequently negotiated compensation packages with the customer, offering financial compensation or free advertising space.

INTERNATIONAL POSTER MANAGEMENT

Receptionist/Administrator

July 1993 - October 1995

- Receptionist and administrator for the Buying Department.
- First point of contact for the field force (8 regional buyers) and often dealt directly with managers and directors.
- Assisted in buying matters liaising with poster contractors requesting availability status on their product and compiling buying briefs.
- Organised extensive travel and meeting arrangements for Managers/Directors.

EDUCATION:

****High School, Harrow, Surrey**

8 G.C.S.E's. (English Lit, English Language, Maths, Business Studies, Geography, French, IT, Home Economics)

Lion HR Solutions Ltd, 29, Harley Street, London, W1G 9QR. Tel: 08082224967

Fax: 08082800415, E-mail: info@lionhrsolutions.co.uk, URL: www.lionhrsolutions.co.uk

Company Registration no: 6469543





Maxs College, Harrow, Surrey

BTEC National Diploma Travel & Tourism (Finance, Geography, Sales & Marketing, People in Organisations, Hospital, Spanish)

PROFESSIONAL QUALIFICATION:

MCIPD

COURSE'S ATTENDED:

Supervisory Skills, Interviewing Techniques, Appraisals & the Process, Handling Sensitive Issues, Essential Employment Law, Equal Opportunities workshop, Managing Change, Advanced Word & Excel, PowerPoint.

ADDITIONAL SKILLS:

Outlook, Experienced in all Microsoft packages, Typing Speed 50 w.p.m, Full Clean Driving Licence

NB: Please try not to go over three pages. Remember that you want your CV to be read and responded to. Include just enough information to stimulate interest, but not so much that you bore the readers. Every word must contribute to the overall message, so that the contents are relevant to the jobs you are looking for now, and not the last one. Good Luck!

